

WINTER 2021-22

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WELCOME TO OUR WINTER EDITION!



2021 was a very busy time for Bourne Wood Manor and I am so proud of the team for their hard work, dedication and for all that we have achieved throughout the year.

We won the Porthaven Garden Challenge award for Best Dementia Sensory Garden, which featured our white doves and a beautiful colourful display of flowers, all based on the medicinal wheel. We also scooped the prize for the tallest sunflower. Ours was just over 10 feet tall and was a wonderful spectacle in our garden!

The awards and accolades kept coming and we are proud to have been awarded a prize at the Farnham in Bloom Awards, where we won Best Care Home Secret Garden, and this saw us attend a night of celebration at Squires to receive our award and certificate.

Finally, our wonderful Head Chef, Will Reeves, came out top in the Porthaven Hospitality Challenge and won Chef of the Year! Will and his team create fantastic menus for our residents to enjoy every day and we especially enjoy the homemade cakes and biscuits that are always available in our café.

Cheryl Williams

Home Manager, Bourne Wood Manor

HOME NEWS

It's been a busy few months here at Bourne Wood Manor! Here is a mere snapshot of what's been going on.



HALLOWEEN FUN!

Halloween was a huge success. Our residents were entertained for the evening by opera singer, Harry, and a fantastic Halloween-themed spread was laid on by our talented chef and his team. Staff dressed up in fancy dress and our residents enjoyed a spooky day and evening with Halloween activities and events.

WE ARE GOLD!

After being so successful throughout 2021, we decided to throw a gold-themed party! On the 23rd of November, everyone at Bourne Wood Manor dressed up in anything gold, and our wonderful kitchen team prepared food topped off with edible gold. Our Regional Director, Jon Catterwell, surprised us all with the fantastic news that we had scored GOOD in our recent CQC report! He thanked everyone for their hard work and we spent the rest of the afternoon celebrating with lots of singing and dancing.



TREE LIGHTING CEREMONY

On the 8th of December, we were thrilled to welcome the Guildford Salvation Army Brass Band as part of our Christmas tree lighting ceremony. This was a special request from one of our residents who turned 101 this year, and we were so pleased to be able to make this happen! Everyone joined in signing along to the Christmas carols whilst enjoying freshly prepared mince pies and mulled wine.



WINTER BIRTHDAYS!

We have a number of our residents celebrating their birthdays over the coming months but of course, not everybody likes to make a fuss. So, in the interests of respecting our residents' wishes, we will just say from all of the Bourne Wood Manor team that we wish you a very happy birthday indeed. For those who do like a fuss, there will of course be cake!

WHAT'S NEW?

Keep up to date and get to know more about people and goings on at Bourne Wood Manor!

RESIDENT PROFILE...



MEET PAMELA MILLIGAN



Pam describes herself as a sappy grandmother! She is family-orientated and as a caring character, Pam believes that you should treat people as you would like to be treated.

How long have you been a resident here?

I have lived here since 10th September 2021 after spending some time in hospital.

What is your favourite dish from the menu?

Anything roasted! Roast potatoes, meat, anything that's juicy! And for dessert, I love meringue, ice-cream and mousse.

Which leisure and wellness activity do you enjoy most?

I thoroughly enjoy socialising with the other residents here during the reminiscence sessions. I am not so interested in physical activities but I do love to chat to others.

Tell us something about yourself that others may not know.

I gave up smoking and drinking many years ago. I have never fallen back into bad habits and I am extremely proud of this achievement.

NEW ACTIVITIES FOR THIS WINTER A SELECTION FROM OUR PROGRAMME

PET THERAPY SESSIONS

EVERY WEDNESDAY AFTERNOON

We have introduced a new friend to Bourne Wood Manor; a support dog named Mabel. She's a lovely Dachshund who has brought so much joy to our residents already. Mabel will be visiting our home every Wednesday.

BINGO BONANZA

EVERY WEDNESDAY EVENING

Come and join us for some good old-fashioned bingo with a twist! We will be incorporating some singing, dancing and a bit of friendly competition with prizes to be won!

INSTRUMENTS AND SONG

EVERY WEDNESDAY FROM 3.30PM

We play musical instruments and sing along in this interactive session that puts a smile on everyone's face. Grab your tambourines and maracas and come make some noise!

For dates and times for all of the above, speak to a member of the Leisure and Wellness Team or see the weekly programmes.



LOOK OUT FOR OUR UPCOMING SPECIAL EVENTS

25 JAN BURNS NIGHT

With tartan decorations throughout the bistro, Scottish music, a bagpipe player and of course haggis, neeps and tatties, we are sure that this will be a fantastic day!

04-20 FEB FEBRUARY WINTER OLYMPICS

Throughout February we will be celebrating the Winter Olympics with themed days, activities and more. It is bound to be a fun February!

03 MAR WORLD BOOK DAY

This year will be a literary spectacle with plenty of themed activities, a costume competition and a chance for our residents to explore our library.



STAFF UPDATE

Get to know us better... who are your team at Bourne Wood Manor and what have they been up to recently?

STAFF PROFILE...



MEET SUE CARTER HOST



Sue has been a host at Bourne Wood Manor Care Home since April 2019. Sue's role is to ensure that our resident dining experience is a pleasant one, making sure the atmosphere and service matches that of the food.

What do you enjoy the most about your role?

I really enjoy doing a good job and knowing that our residents have had a lovely dining experience. I know them all very well and I am told they all

ask about me when I take a day off!

What are your hobbies and interests outside of work?

I enjoy watching soaps in my spare time and I really like dining out with friends. I recently had a lovely holiday in Egypt in October and I am hoping very much to visit New York in 2022. I'd also love to go on a Caribbean cruise - I just love to travel!



WE SAY HELLO TO... ABI BROOKES

LEISURE AND WELLNESS COORDINATOR

Abi joined our team at Bourne Wood Manor in September as a Leisure and Wellness Coordinator. She feels the role suits her well and she really likes caring for people and building relationships. Outside of work, Abi enjoys Formula One and has named all of her four children after Formula One drivers! Abi is unique too, in having married her husband twice! Welcome to the team Abi!

STAFF NEWS AND ACHIEVEMENTS

OUR CONGRATULATIONS TO THE FOLLOWING...



STAFF TRAINING

Emma Hinks (far left), our Residential Care Manager, and Martin Poluksa (left), a Night Team Leader, have just undertaken and completed an extensive four-day course, taught by Tanya Clover, our

Head of Dementia and Personalisation. In collaboration with Dementia Support UK and Bradford University, the course involves training our staff on how to map the care needs of our residents who are living with dementia. Candidates were required to sit four exams to achieve a licence to become a **Dementia Care Mapper (DCM)**, which entitles successful candidates to be added to the Dementia Support UK database and allows them to carry out mapping in any Porthaven Care Home. Great work, Emma and Martin, we can't wait to see this in practice.

Zoe Poole, Elvira Davis, and Michael Smart have completed their **Care Certificates** and are all working hard towards the next step of becoming senior carers and applying for the apprenticeship to further their careers. Well done all, keep going!



PORTHAVEN CHEF OF THE YEAR!

Congratulations to Will Reeves who won the Porthaven Chef of the Year award. We are so proud of him and the fantastic menus he creates for our residents. Will is involved in our Kitchen Cut programme too and is busy developing some signature dishes for Bourne Wood Manor. We can't wait to try them!

FEEDBACK CORNER

How are we doing?
Your views, opinions and news from our meetings.

RESIDENTS MEETING SUMMARY

A number of topics were discussed at our last residents meeting, which was held on 24th November 2021. Here is a summary of a few of the main points:

VEGETARIAN DISHES

You said: Our residents asked for some more vegetarian dishes and savouries in the menu choices and during special events to give even more variety.

We said: Our Chef, Will, plans to ensure we provide more vegetarian options for you.

DINING ROOM MUSIC

You said: Our residents asked for the music in the dining room to be lowered when they are dining, to enable them to hear people better.

We said: Of course, consider it done!

A relatives meeting was held on 30th November 2021 via Microsoft Teams. After a little technical hitch, we finally got it up and running in time! The meeting was attended by me and Deputy Manager, Laxmi Bankar. We were joined by 37 relatives and discussed a number of topics, including Christmas day and visiting guidelines around the Christmas period. We also discussed the issue of staff shortages commented on in the media over the past few months.

In response to your concerns, we assured you that whilst it is nationally recognised that there are staff shortages across the health and social care sector, we are very fortunate at Bourne Wood Manor. We currently have staff in inductions, and a continued good response to staff vacancies posted when they are available.

DATE OF NEXT RESIDENTS MEETING WEDNESDAY 2ND FEBRUARY, TIME TBC

HOME MANAGER'S COMMENTS

October brought us an unannounced CQC inspection, where the focus was on two of the five outcomes - Safe and Well-Led. The inspectors arrived and interviewed staff, management and our residents, and off-site inspections were undertaken in the week that followed.

I am thrilled to announce that Bourne Wood Manor achieved a rating of **GOOD** in both areas and we will be celebrating with a CQC party in January 2022. Thank you to my team for your hard work and dedication. We are aiming for **OUTSTANDING** in our next inspection and we are striving to continually improve in all that we do.

We look forward to what 2022 brings us and we are hoping that whatever the New Year has in store, we will all stay happy and healthy and enjoy life every day.



CQC rated and inspected

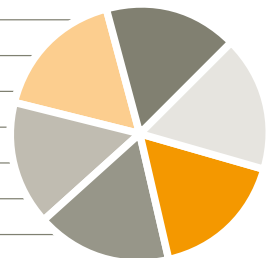
Overall
GOOD

RESIDENT QUESTIONNAIRE FEEDBACK RESULTS

POSITIVE APPROVAL RATINGS

12 months to March 2021

CARE & MORE	100%
FOOD & DRINK	100%
LEISURE & WELLNESS	100%
CUSTOMER CARE	100%
HOME ENVIRONMENT	91%
RECOMMEND TO OTHERS	100%



Carehome.co.uk review score

9.6 OUT OF 10

**THANK YOU FOR YOUR VALUABLE COMMENTS
KEEP THE FEEDBACK COMING!**

FUN TIME!

DID YOU KNOW... THE WINTER OF 1963 IS ONE OF THE...

coldest on record, and the coldest since 1740. Temperatures consistently reached lower than -20°C!



DID YOU HEAR THE ONE... WHAT DID ONE SNOWMAN SAY TO ANOTHER?

Can you smell carrot?



CHEF'S SEASONAL RECIPE GINGERBREAD MEN

Prep time 40 mins

Ingredients

- 225g plain flour, plus extra for dusting
- Half teaspoon salt
- 2 teaspoons bicarbonate of soda
- 1 heaped teaspoon ground ginger
- Half teaspoon cinnamon
- 50g unsalted butter
- 100g soft brown sugar
- 100g golden syrup

Method

1. Heat oven to 190°C / 170°C fan / gas 5 and line a baking tray with baking parchment. Sieve the flour, salt, bicarb, ginger and cinnamon into a large bowl. Heat the butter, sugar and syrup until dissolved. Leave the sugar mixture to cool slightly, then mix into the dry ingredients to form a dough. Chill the dough in the fridge for 30 mins.
2. On a surface lightly dusted with flour, roll out the dough to a quarter-inch thickness. Stamp out the gingerbread men shapes with a cutter, then re-roll any off-cuts and repeat. Place your gingerbread shapes on the lined trays, allowing space for them to spread. Cook for 10-15 mins, then remove from the oven and leave to cool.



WORDSEARCH

Find all the hidden winter words:
COAT - COLD - FROST - ICE
IGLOO - SCARF - SNOW - WINTER

C	S	M	F	S	N	O	W
O	C	B	R	C	S	M	H
A	A	Q	O	O	B	V	K
T	R	E	S	L	F	E	I
W	F	O	T	D	Q	S	Z
L	W	K	Y	Q	I	C	E
V	Q	W	I	G	L	O	O
H	W	I	N	T	E	R	N

Words can be spelled forwards, backwards, diagonally, up or down.



**BOURNE WOOD MANOR
CARE HOME INVITES YOU TO**

GET IN TOUCH

We would love to hear from you. If you have any feedback or are interested in any of the information covered in this edition...

**FIND OUT MORE AT
PORTHAVEN.CO.UK
OR CALL US ON
01252 941300**

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